

JOB DESCRIPTION

Job Title:	Archives and Special Collections Assistant
Grade:	Grade 3
Responsible to:	Archivist and Special Collections Officer
Job Purpose:	To provide an excellent service for Library & Archives customers by supporting work across all aspects of the Archives and Special Collections Service, providing access to, and caring for unique and rare collections belonging to Falmouth University and University of Exeter.

Main Duties and Responsibilities:

Service delivery:

To be responsible for the day-to-day operational running of the Archives & Special Collections Reading Room calendar and booking processes.

To provide support to all users by dealing with a wide variety of enquiries from staff, students, researchers, and members of the public by telephone, post, email, and in-person. Using specialist knowledge of Archives and the nature of our collections to interpret and facilitate a variety of users' needs.

To supervise users and visitors to the Archive and Special Collections Reading Room, on a 1:1 basis and ensure that Reading Room regulations are adhered to.

To understand and follow processes and policies related to Data Protection, Freedom of Information and Copyright to ensure that collections are used with contractual and legal obligations.

To be responsible for the retrieval, shelving and movement of Collections as required, along with ongoing maintenance of an accurate locations database.

To oversee the processing of copy orders including the preparing, copying and digitising of records, following preservation guidelines, copyright legislation and using specialised digitisation equipment.

To assist in the listing, processing and cataloguing of collections to professional archive standards, supervised by the Archivist

To be individually responsible for elements of specialist collection management activities such as monitoring of pest and environmental conditions. To create procedures for others to follow to minimise any impact to the preservation and security of the collections.

To promote collections and services through the ongoing creation and updating of research guides, social media posts and the creation and editing of website content and blog posts

To actively participate in the preparation and organisation of events, displays and exhibitions, which may involve small research projects with the collections.

To provide support for teaching sessions and tours, including liaison with university colleagues.

To support volunteers and student work placements under the supervision of the Archivist.

To represent the Archive Service internally and externally at events, meetings, and training, developing and maintaining positive and professional relationships with all stakeholders.

Service development:

To actively share knowledge within Library & Archives and associated teams including those at University of Exeter, through contributions to procedural manuals, attending meetings and providing training to other staff.

To respond promptly to user feedback, using established processes to record feedback and highlighting issues to the leadership as appropriate.

To assist in the collection and collation of basic statistics and management information.

To actively develop inclusive and accessible archives services both on and off campus

To contribute to ongoing service development and make recommendations for improvements to services and processes.

General Duties and Responsibilities:

- Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses, and activities, constantly maintaining the required conduct.

- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION**Post Title:** Archives and Special Collections Assistant

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Graduate or equivalent level of qualification and / or evidence of Archive work-based experience	Customer service qualification
Experience / Knowledge	<p>Experience of working in a customer-facing role, achieving results, making a difference, and delivering an excellent level of customer service.</p> <p>Experience of delivering an effective guidance support and referral service</p> <p>Experience of undertaking and delivering small research and cataloguing projects.</p> <p>Knowledge of the work involved in archives administration, and a commitment to delivering a high-quality archive service.</p> <p>Knowledge of current legislation and its implications for the service. e.g., Equality Act, GDPR, Copyright and FOI.</p>	<p>Experience of working in archive administration either paid or voluntary</p> <p>Experience of using social media platforms for marketing purposes</p> <p>Experience of answering a range of archive enquiries</p> <p>A real interest in working in the HE (Higher Education) Sector</p> <p>Experience of digitisation work.</p>
Skills / Personal Requirements	<p>Excellent and demonstrable IT competence, using standard IT packages, including Excel and Access</p> <p>Excellent planning, organisational and interpretation skills.</p> <p>Confidence to work independently, and ability to make decisions, with minimal support.</p> <p>Ability to work as part of a team and demonstrate a positive, supportive attitude to colleagues.</p> <p>Excellent interpersonal, communication and influencing skills</p>	Experience of using CALM software

	<p>in dealing with a diverse range of people/situations.</p> <p>Ability to compile information in a concise manner and to interpret information gained from varied, complex sources, to meet the needs of a wide variety of users</p> <p>Excellent time management skills and a high level of self-motivation, use own initiative, and show problem solving ability.</p> <p>A methodical approach with an aptitude for accuracy and attention to detail.</p> <p>A willingness to try new ideas and initiatives in a constantly evolving and changing environment.</p> <p>Ability to deal sensitively with difficult situations.</p> <p>Physically fit and able to cope with high level of stock movement/shelving, following Manual Handling guidelines.</p>	
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